



## **DATA PROTECTION POLICY**

**Global Packers & Movers** maintains personal information about their clients/transferees related to their relocation services booked or assigned.

**Global Packers & Movers** is committed to respect their client's privacy by handling all the personal information collected in connection with their relocation in accordance with applicable local laws. This notice explains our practices with regard to your personal information.

**GPMPL** comply with all applicable requirements of the Data Protection Directives as may apply in each country of operation where their clients/transferees request their Services to be provided.

**GPMPL** also ensure that no information or personal data is leaked or processed in violation of the confidentiality commitment of this Agreement and without the permission of their clients/transferees. Our Data Protection & Privacy Policy addresses 10 privacy principles. These 10 privacy principles are essential for the proper protection and management of sensitive information. They are based on internationally known fair information practices included under different privacy laws and regulations under various jurisdictions around the world and recognized as good privacy practices. Outlined Summary:

### **1. Management:**

GPMPL through appropriate management and strict application of criteria and controls:

- Observe fully conditions regarding the fair collection and use of information.
- Meet our legal obligations to specify the purposes for which information is used.
- Collect and process appropriate information, and only to the extent that it is needed to apply as service provider, fulfil our operational needs or to comply with any legal requirements.

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- Implement appropriate technical and organizational security measures or such measures required by applicable law or to protect and transfer Personal Data, including but not limited to situations where Personal Data may leave the country where it was collected for storage or processing in a country that offers less legal protection than the country in which the data was collected We ensure that we have a separate IT department which specifically takes the responsibility for ensuring compliance with Data Protection We ensure that everyone processing personal information understands that they are contractually responsible for following good data protection practice aligned with internal procedures and legal requirements. We permit employees and third parties to use Personal Data only for purposes directly related to performance of the Services or subsequent written instructions from the customers. We collect process and transfer personal information about transferees through computerized and paper-based data processing systems. We ensure that all processing and transfers of personal information are subject to reasonable confidentiality and privacy safeguards.
- **Notice:** We provide notice about our Policies and Terms & Conditions on our email and also website. We are committed to respect transferees by handling all their personal information collected in connection with their current and future relocation needs in accordance with applicable law as well as our own Privacy Policies. We process personal information to accommodate the transferee with their respective relocation. We may process sensitive information if it is needed to guarantee good service, for business objectives or if it is required to comply with applicable law. In general personal and/or sensitive information is not collected, processed or transferred, except where adequate privacy protection mechanisms are in place.



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2. **Choice and consent:** By confirming to our Relocation Quotation and booking services offered by us, you give your explicit consent with respect to the collection, use, and disclosure of personal information as described in this notice. Explicit consent here means you were clearly presented with an option to agree or disagree with the collection, use, or disclosure of personal information.
3. **Collection:** We obtain and process personal data fairly and in accordance with statutory and other legal obligations. We collect personal information for the sole purposes to accommodate the transferee before, during and after their relocation procedure. The information provided by the customer should be true and to the best of the customer's knowledge. In case any information is found to be false or untrue or misleading or misrepresenting, customer is held liable for the same. Personal information can be collected from the transferee, his family members, his employer and/or relocation/moving companies or origin/destination agents related to the relocation procedure in the widest sense.
4. **Use, retention, and disposal:** We limit the use of personal information to the purpose of applying for and/or executing your relocation needs. We retain personal information as long as necessary to fulfil the stated purposes or as required by law or regulations and thereafter appropriately dispose of such information.
5. **Access:** You may reasonably access and update your personal information by contacting us. This notice provides basic information about our processing of your personal information and your privacy rights. Should you have additional questions, you may contact customer services at following details: customerservices@globalpackers.com Tel : +92 51 2842961 upto 7.

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6. **Disclosure to third parties:** We use and disclose your personal data only in circumstances that are necessary for the purposes for which we collected the data. We never sell your personal information to third parties. The customer hereby authorizes sharing of the information furnished if the same is required for the service to be provided.
7. **Security for privacy:** We protect personal data against unauthorized access (both physical and digital) aligned with our internal policy and procedures. We take appropriate security measures against unauthorized access to, or alteration, disclosure or destruction of personal data and against its accidental loss or destruction. Personal data is only accessible to authorized staff or assigned external auditors.
8. **Quality:** We maintain accurate, complete and relevant personal information as reasonably possible and only for the purposes identified in this notice. Please note that we have shared responsibility with regard to the accuracy of your personal information. Please let us know of any changes to your personal information.
9. **Monitoring and enforcement:** We monitor compliance with our privacy policies and procedures and have procedures to address privacy related complaints and disputes. All staff are aware that a breach of the rules and procedures identified in this policy may lead to disciplinary action being taken against them. If you believe that your personal information is not handled in accordance with the applicable law or our privacy policies, you may submit a complaint to the Global Packers & Movers Pvt Ltd.



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**Customer Services Officer**

**PABX : 2842961-7 Fax: 2842971-2-3**

**E-Mail [customerservices@globalpackers.com](mailto:customerservices@globalpackers.com)**

Who investigate the complaint? This Data Protection & Privacy Policy is reviewed regularly in light of any legislative or other relevant developments. Our Data Policy are monitored by our sister company New Age Software and Solutions thus any additional details can be provided after consultation with them.